

# Karissa Tarlowski

**Hospitality &  
customer service**

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## Karissa Tarlowski

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### Skills

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Precise and effective customer and communication skills, extensive food and beverage experience and customer service roles; offers support and solutions to all team members; providing excellent service even in high stress situations; excels in time management, list-making, ordering, and care of inventory.

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### Experience

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#### Grata Bar & Lounge/ Opening bartender/server/keno writer

April 2016-October 2021

Provide excellent customer service to ensure award-winning expectations; responsible for setting up all aspects of day-time FOH business needs, verifying deposits and current day cash systems, managing all front of house duties; liquor and beer ordering, training of new hires, creation of daily and weekly deep cleaning checklists, and remaining on-call as needed for the needs of business

#### Brewskys / server/bartender/trainer

March 2008-May 2016

Provide excellent customer service to ensure their food & beverage experience surpassed their expectations; maintain cleanliness of all areas, train new employees; write and manage keno and bar drawers, assist with training guide creation and implementation.

#### Verizon Wireless / customer service representative

December 2012- July 2014

Provide customer support and solutions in an inbound call setting; review billing questions and process payments; provide sales suggestions and options for new devices along with tech support; exceeded standard metrics requirements.

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## Education

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### **Kaplan University / LPN certification**

March 2008-October 2009

Accelerated focus program to attain certification for Licensed Practical Nursing

### **Lincoln Northeast High School**

1994-1998

General high school studies

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## Awards

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Verizon Wireless -2013 premier customer service representative which is awarded to the top rep in the center each year; 2013 Directors cabinet which is for the top 2% of representatives in the center